TASK ORDER

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Special Operations Forces Information Technology Enterprise Contract Support (SITEC) 2

in support of:

The United States Government (USG) Program Office

Issued to:
General Dynamics Information Technology, Inc., (GDIT) Under ALLIANT 2 Government-Wide Acquisition Contract (GWAC)
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Issued by:
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C.1 BACKGROUND

The United States Government Program Office's mission involves providing fully capable Special Operations Forces (SOF) to defend the United States and its interests, and to plan and synchronize operations against terrorist networks. The USG Program Office is responsible for training and equipping all DoD SOF to perform missions anywhere in the world at any time. Specific responsibilities of the USG Program Office include developing, acquiring, integrating, fielding, and supporting special operations unique equipment, material, supplies and systems and ensuring the interoperability of equipment and forces.

The SOF Information Environment (SIE) is the USG Program Office's worldwide Information Technology (IT) infrastructure. The SIE encompasses all SOF IT assets throughout the Command, down to the deployed sensor and warfighter/operator. The SIE houses the USG Program Office's data centers and related enterprise services, as well as SOF's global terrestrial and non-terrestrial connectivity. The SIE vision and concept of operations is considered an underpinning set of Information Technology (IT) capabilities required for the SOF community. The majority of IT services being acquired under the scope of this SITEC2 contract will support local Participating Entity requirements and associated assets.

The USG Program Office has a requirement to provide enterprise-wide information technology (IT) services and distribution to the USG Program Office and all of its respective Components and Theater Special Operations Commands (TSOCs), through a more modern, flexible, scalable, performance-based service management and delivery framework known as Special Operations Forces Information Technology Enterprise Contracts (SITEC) This version of SITEC as defined by this Task Order will be known as SITEC2 to prevent confusion with other efforts.

The SITEC2 service delivery environment is comprised of a series of interconnected IT systems whose purpose is the integration of information, applications and processes throughout the USG Program Office's global operations as well as across DoD organizational boundaries.

The SITEC2 acquisition will contribute to enhancing the USG Program Office's ability to support the USG Program Office mission, as well as meet the net-centric DoD acquisition parameters. SITEC2 will also develop an enterprise-wide information-age transformation by building the foundation for increased operations efficiency, capabilities, and delivery flexibility through standardized and consistently-applied policies, procedures, oversight, resource allocation, and the provision of value-added support.

C.2 SCOPE

The USG Program Office requires support for SOF IT Enterprise Contract's unclassified networks, SECRET/Alternative or Compensatory Control Measures (ACCM) Focal Point networks, TOP SECRET (TS)/Sensitive Compartmented Information (SCI) networks, and multiple other classified and unclassified networks in a dynamic environment across the globe. Services also include Data Center Engineering support, Network Engineering support, Distributed Computing (Desktop) support, Service Desk, Records Management and legal

discovery, Information Assurance (IA) (also known as Cyber Security (CS)), Telecommunications Engineering and support, Business Analysis, Software Development support services, and SharePoint support and management activities. Additionally, this TO shall provide system configuration management; database development/modification, testing, integration and maintenance; and quality assurance with system analysis of on-going support requirements, including the on-site application development, modification and maintenance for the Every Piece of Information (EPI) Center system. Services will be performed within CONUS and OCONUS locations, Areas of Active Hostilities (AAH), Outside Declared Theatre of Active Armed Conflict (ODTAAC), Forward Operating Bases (FOBs), and temporary as well as permanent locations and structures. This requirement includes large scale data integration in support of the analytical process, outreach/coordination with commercial entities, and the underlying information technology infrastructure including public and private clouds and networking that makes these highly specialized efforts successful in complex and hostile environments.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

The current IT environment consists of a routed network of user locations, VTC suites, ISR platforms, data centers, cloud as service delivery points and related back end hardware and software, processing nodes, COOP locations, data ingest points, and data exfiltration points in multiple CONUS and OCONUS locations, Areas of Active Hostilities (AAH), Outside Declared Theatre of Active Armed Conflict (ODTAAC), Forward Operating Bases (FOBs), and temporary as well as permanent locations and structures.

This environment combines multiple virtual and physical server platforms running OS' that include Microsoft, MacOS and Linux (as well as derivations thereof), with diversified storage technologies implemented throughout the environment.

Transport technologies connecting the various locations include terrestrial optical, copper, and RF circuits and non-terrestrial RF links including satellite and other platforms. These links have optimization technologies implemented on them to reduce the overall requirement for throughput and prioritize mission critical traffic.

Networking technologies include software defined networks, dynamic and static routing technologies, and diversified switching and routing hardware and software including Juniper, Cisco, F5 and others.

Endpoints are both physical and virtual, and include hybrid devices. Desktop virtualization technologies are utilized, increasing security and reducing touch-maintenance. Voice and Video endpoints are deployed throughout the enterprise, including POTS (plain old telephone system), VOIP (voice over IP), VTC (video teleconference), and network connected radios.

There is a complete private hybrid cloud environment within the development division allowing for rapid integration and testing of new technologies, both physical and virtual. Within this development environment, there is a full virtual and physical lab for software development, Cyber Security scanning, testing, and integration of custom developed products. This lab

replicates the production environment to the greatest extent possible. Some cloud services are available on the production network with the goal of full integration in the near future.

A broad range of Cyber Security products and specialists protect the environment from internal and external threats.

C.4 OBJECTIVE

The USG Program Office requires the delivery of a set of IT services to provide the USG Program Office organizations with IT services at worldwide locations. To meet this demand, the USG Program Office requires the services of a highly qualified IT services provider with the skills and experience to provide localized support for Participating Entity's SITEC2 services. A Participating Entity may be a USG Program Office Component Command, TSOC, or other office or unit requiring SITEC2 services. SITEC2 Services are a cross-section of IT services that will serve the special requirements of a particular organization (herein referred to as a "Participating Entity"). The USG Program Office Participating Entities require teams of highly-skilled personnel who can:

• Uphold a high level of performance across the IT services

• Operate using established and documented processes

• Integrate with enterprise SITEC2 vendors and enterprise processes

• Readily support work requirements in Continental United Stated (CONUS) as well as remote/Outside of the Continental United States (OCONUS) locations, including theaters of active military operations

The USG Program Office has established an Information Technology Management Office (ITMO) that manages the acquisition, transition, coordination, and ongoing management of all IT service areas which provide enterprise-wide consistency and standardization in support of three major services:

• Operations, maintenance, and continuous enhancement of the USG Program Offices IT computing systems, as well as the evolution or replacement of these systems, to achieve the target state SOF Information Environment (SIE) through an ongoing series of integrated and interdependent engineering activities;

• Multi-tier, end-user support of 74,000+ SITEC2 users in every country where the USG Program Office has a presence on a 24-hour, 365-days a year basis using multiple communications channels, including telephone (POTS & VoIP), email, web chat, voice/video teleconferencing; and

• Operations and maintenance of all production networks and production workstations used directly in the management and operation of USSOCOM global IT environment.

• Operations and maintenance of all development networks and development workstations used directly in the management and operation of USSOCOM global development IT environment.

IT is a significant enabler of the USG Program Office's mission. The USG Program Office requires continuing support for the operations and maintenance of the Command's IT environment. Through the SITEC2 acquisitions, the USG Program Office seeks IT services from best-of-breed service providers covering the full spectrum of IT requirements on a global scale. To contribute to the USG Program Office's mission achievement, IT services must be well-integrated, flexible, and adaptable across all IT service areas, with the ability to rapidly scale in response to the USG Program Office's dynamic mission requirements.

C.5 TASKS

a. Task 1 – Program Management
b. Task 2 – Information Technology Enterprise Service Management
c. Task 3 – Network Services
d. Task 4 – Data Center Management
e. Task 5 – Distributed Computing
f. Task 6 – Application Management
g. Task 7 – SharePoint Support and Management Activities

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this TO.

C.5.1.1 SUBTASK 1 – ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the U.S. Program Office via a secure data collection site: the Enterprise Contractor Manpower Reporting Application (ECMRA). The contractor shall completely fill in all required data fields using the following web address: http://www.ecmra.mil/.

Reporting inputs will be for the labor executed during the period of performance during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the support desk at: http://www.ecmra.mil/.

Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the http://www.ecmra.mil/ site (Section F, Deliverable 20).

C.5.1.2 SUBTASK 2 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at the location approved by the Government (Section F, Deliverable 2). The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, TPOC, other relevant Government personnel, and the FEDSIM COR.

At least three days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (Section F, Deliverable 1) for review and approval by the FEDSIM CO, FEDSIM COR and the USG Program Office Technical Point of Contact (TPOC) prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

a. Points of contact (POCs) for all parties.
b. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
c. Staffing Plan and status.
d. Transition discussion.
e. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs)).
f. Invoicing requirements.
g. Master Project Schedule (Section F, Deliverable 05) and discussion including schedule, tasks, etc.
h. Final Baseline Quality Control Plan (QCP) (Section F, Deliverable 11).

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting, and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (Section F, Deliverable 7) documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.3 SUBTASK 3 - WORK BREAKDOWN STRUCTURE (WBS) AND MASTER PROJECT PLAN

The contractor shall establish a program control process to ensure mitigation of risks and minimal schedule variances. The contractor shall develop a Master Project Schedule (Section F, Deliverable 5) with dates of major milestones and deliverable due dates. The Master Project Schedule and WBS (Section F, Deliverable 3) shall be finalized and submitted for review within five workdays after the Project Kick-Off Meeting. This process shall also be followed for all modifications (Section F, Deliverable 4).

C.5.1.4 SUBTASK 4 - PREPARE MONTHLY STATUS REPORTS

The Contractor shall provide a Monthly Status Report(s) (MSR) (Section J, Attachment F) (Section F, Deliverable 8) within five working days after the end of each month, to assist the Government's ability to monitor performance in accordance with the WBS. These reports shall include, at a minimum:

a. Description of work accomplished for the month and its relation to the Tasks, Assigned Projects, and WBS.
b. Concerns or issues that may impact performance, schedules, functionality, or cost, etc. and discuss proposed resolutions (Note: Providing notification of a potential impact to the contract on the MSR does not alleviate the requirement to formally notify the FEDSIM CO of possible contract issues).
c. Details of any cost reimbursable expenses (e.g., Travel/ODCs) to include the purpose, general costs, remaining CLIN funded balance, and any planned expenditures for the following reporting period.
d. Problems and corrective actions taken (e.g., schedule, technical, etc.) with proposed resolutions and status from previous month's issues.
e. List of deliverables provided during the reporting period and approval status.
f. Accumulated invoiced cost for each CLIN, by project up to the previous month.
g. Projected cost of each CLIN, by project for the current month.

C.5.1.5 SUBTASK 5 – WEEKLY PROGRAM REVIEWS AND MEETING MINUTES

The contractor team shall provide weekly informal Program Reviews (PR) (Section F, Deliverable 9). The objective of the weekly PR is to brief the Government on general program status and to discuss requirements, issues, risk assessment, and action items. The contractor shall provide meeting minutes of all weekly PRs, capturing assignment of action items and status of previously assigned actions. Additionally, the contractor may be requested to attend various project meetings. The contractor shall provide meeting minutes electronically, including assignment of any action items noted and status of previously assigned actions, as required (Section F, Deliverable 7).

The contractor PM shall convene a monthly Technical Status Meeting with the TPOC, FEDSIM COR, and other Government stakeholders (Section F, Deliverable 10). The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR within five workdays following the meeting (Section F, Deliverable 7).

C.5.1.6 SUBTASK 6 – QUALITY CONTROL PLAN (QCP)

The contractor shall provide a final baseline QCP as required in Section F, Deliverable 11. The contractor shall periodically update the QCP, as required in Section F, Deliverable 12, as changes in program processes are identified.

Within the QCP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each task area. The QCP shall describe how the processes integrate with the Government's requirements.

C.5.1.7 SUBTASK 7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted (Section F, Deliverable 13). The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and Point of Contact (POC) at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. At a minimum, trip reports shall be prepared with the information provided in Section J, Attachment G.

C.5.1.8 SUBTASK 8 – ADMINISTRATIVE SUPPORT

The contractor shall provide technical support to the Project Management Office (PMO) to include providing assistance for life cycle cost analyses, plans, and programs; and preparing coordinated inputs for Milestone Decision Reviews (MDRs). The contractor shall provide technical support by coordinating technical documents, requirements, and training equipment and documentation between users, and presenting its findings and reports to the Government (Section F, Deliverable 21). Further, the contractor shall support the customer in meetings with the customer base (such as In Progress Reviews) and assist with developing user-specific reports and briefings.

C.5.1.9 SUBTASK 9 - TRANSITION-OUT

The contractor shall provide Transition-Out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan within six months of Project Start (PS) (Section F, Deliverable 14a). The Government will work with the contractor to finalize the Transition-Out Plan in accordance with Section F, Deliverable 14b. The contractor shall update the Transition-Out plan no later than 90 days prior to TO expiration (Section F, Deliverable 15).

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. Points of contact
c. Location of technical and project management documentation
d. Status of ongoing technical initiatives
e. Appropriate contractor to contractor coordination to ensure a seamless transition

f. Transition of Key Personnel
g. Schedules and milestones
h. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

The contractor shall implement its Transition-Out Plan no later than 90 calendar days prior to expiration of the TO.

C.5.2 TASK 2 – IT ENTERPRISE SERVICE MANAGEMENT

The Contractor shall be responsible for providing expert services in developing, documenting, structuring, implementing, coordinating, and monitoring the delivery of the IT Service Management (ITSM) processes, procedures, performance, and continuous improvement of all IT service areas as well as IT service desk support.

C.5.2.1 SUBTASK 1 – IT SERVICE MANAGEMENT SUPPORT

The Contractor shall provide assistance and support in establishing and maintaining an IT Service Management environment that aligns with the USG Program Office's framework as specified in this TO. Additionally, the Contractor will manage local IT service delivery in accordance with the respective IT service performance metrics, including contracted service level agreements (SLAs), operating level agreements (OLAs), and Associate Contractor Agreements (ACAs). The Contractor shall support all IT service-related operational processes including:

• Event Management
• Incident Management
• Problem Management
• Service Request Management
• Request Fulfillment
• Access Management

C.5.2.2 SUBTASK 2 – IT ENGINEERING SUPPORT

The Contractor shall provide support in all IT service related engineering, design, development, and implementation of IT service management, not only as an organizational capability, but also as a strategic asset.

C.5.2.3 SUBTASK 3 – CONFIGURATION MANAGEMENT

The Contractor shall perform all lifecycle Specialty Service Configuration Management activities, which shall be performed in accordance and compliance with applicable management policies and procedures. The Contractor shall use configuration management system to record, track, monitor, and update all component configurations, and all subsequent component configuration changes. The Contractor shall monitor its personnel to ensure they comply with the accurate and timely recording of all SITEC2 asset parameters as specified in Configuration

Management (CM) requirements. The Contractor shall include a logical model of its Service Areas' devices and their relationships by identifying, controlling, maintaining and verifying installed hardware, software, and documentation (i.e., maintenance contracts, SLA documents, etc.). The Contractor shall use the Configuration Management System to account for all SITEC2 services assets and configurations to provide accurate information on configurations and provide a sound basis for Incident, Problem, Change and Release Management and to verify configuration records against the infrastructure and correct any exceptions. The Configuration Management Plan will be submitted to the Government in accordance with Section F, Deliverable 17.

C.5.2.4 SUBTASK 4 – IT ENTERPRISE ARCHITECTURE

The Contractor shall maintain frequent and close coordination in the progress of all enterprise architecture-related projects and provide functional and technical support to develop and update operational, systems, and technical architectures. The Contractor shall specify architecture requirements and maintain architectural artifacts for elements such as network bandwidth, systems and data interfaces, interoperability requirements, business process modeling notation and identify compliancy requirements (e.g., DODAF and/or the Federal Enterprise Architecture (FEA) Framework, Business Enterprise Architecture, and Department of Defense Information Technology Standards Register (DISR)).

C.5.2.5 SUBTASK 5 – INFORMATION ASSURANCE (IA)/Cyber Security (CS)

The contractor shall provide all documentation for Certification and Approval of all software, systems, and architectures developed and managed under this TO, as well as assist the commands with accreditation and IA evaluations. The contractor shall conduct all evaluations in accordance with DoD Risk Management Framework (RMF) and IA/CS processes of the DoD and associated approval Agencies. In addition, the contractor shall document all findings in a RMF Scorecard (Section F, Deliverable 18). The contractor shall support the remediation of security findings and document its remediation strategy in a Plan of Action and Milestones (POA&M) (Section F, Deliverable 19).

C.5.3 TASK 3 – NETWORK SERVICES SUPPORT

The Contractor shall provide network services in accordance with the requirements specified in this TO. This support shall include all related planning and engineering, IT Service Management, and IA Operations activities related to network services including strategic and tactical planning to identify, manage, and direct and translate objectives, requirements, resource constraints, IA risks, and schedule into logical, actionable elements to be implemented to achieve the parameters specified in the strategic plan. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.3.1 SUBTASK 1 – NETWORK INFRASTRUCTURE SUPPORT

The Contractor shall provide full lifecycle support for installation, tuning, testing, monitoring, upgrading, patching, break/fix, and management of network infrastructure environment, including all network hardware, software, and circuits that interconnect LAN, WAN, MAN, or CAN to the enterprise LAN, WAN, MAN, or CAN. The Contractor shall support the location in

generating/receiving NIPR, SIPR, and/or JWICS sponsored SCAMPI WAN communication and network infrastructure services. The Contractor shall support all transmission facilities including, but not limited to: point-to-point circuits; dedicated Internet connections; broadband (DSL/Cable Modem) Internet connections; Internet based VPNs; wireless communications connections. The Contractor shall work with public carriers and other circuit providers to ensure delivery of network and site services. The Contractor shall provide support that is required by to maintain and manage all elements of the network environment, including all hardware, software, and circuitry, which is considered within the scope of services. Provision of this service extends up to and ends at the wall jack within facilities and includes provision, installation, maintenance, and management of the intra-facility network wiring, equipment, and software itself within and between the facilities. The Contractor shall follow enterprise-designated network standards for design, installation, maintenance, and retrofit of network infrastructures deployed within all facilities. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.3.2 SUBTASK 2 – VOICE, VIDEO AND VTC COMMUNICATIONS SUPPORT

The Contractor shall provide full lifecycle support for garrison or deployed Voice, Video, and VTC communications networks and services, including the installation, testing, operation, maintenance, and management of designated network voice communications systems and associated equipment (e.g., DSN, VoIP), networks supporting video telecommunications (VTC), full motion video (FMV), and streaming video. The Contractor shall ensure full interoperability and a seamless connection between all internal and external systems to include, but not limited to NIPRNET, SIPRNET, and JWICS. The Contractor shall provide support to the VoIP and digital voice network infrastructure installations. The Contractor shall provide onsite network integration for the CONUS and OCONUS facilities when deploying production-ready products and solutions into any of its facilities. Contractor support shall include IT integration, configuration, release, and testing activities in support of and in response to onsite mission requirements for secure, sustainable, and production-ready IT solutions. The Contractor shall install, maintain, update, repair, document, and manage all aspects of any such site-specific network integration services needed in support of the mission. The Contractor shall manage and support both fixed and portable VTC suites and all system elements (e.g., video cameras, all projection screens, speakers, control consoles, control software, etc.), including initial installation, connection, and configuration, as well as on-going day-to-day setup and operational assistance for conducting video teleconferences as requested. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.3.3 SUBTASK 3 – TRAINING AND SYSTEM TRANSITION

The contractor shall provide specialized technical and administrative training for the applications and systems developed and procured under this TO to provide the Government with the necessary knowledge to effectively use and manage the systems and applications being fielded and supported. The contractor shall also provide user familiarity training and system management training for the systems and applications developed under this TO. The contractor may be required to perform the specified training in locations both CONUS and OCONUS. The contractor shall be prepared to provide training to both Government and non-Government personnel, as well as training specifically developed for approved foreign nationals. The

contractor shall also assist the Government in transitioning the system to Government management, as applicable. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.4 TASK 4 – DATA CENTER MANAGEMENT SUPPORT

The Contractor shall provide data center management support services to manage the IT computing environment providing coverage for all hardware and software services as specified in this TO. This support shall include all related planning, engineering, integration, and IA operations in the area of Data Center Management including server and storage performance and process management, architecture, design, configuration, and technology management; server and storage security management and protection; standards and quality assurance management; transition management; and such other data center-related subject areas. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.4.1 SUBTASK 1 – HARDWARE AND SOFTWARE MANAGEMENT

The Contractor shall utilize, monitor, and manage a software license data repository for enterprise-wide use for recording and tracking information regarding software licensing and support agreements (e.g., vendor name, software name and version, number of authorized users and/or devices covered, licensing fees, service agreements, commencement and expiration date, etc.). The Contractor shall utilize the hardware to manage delivery of all required data center services, including the server and storage systems operations monitoring tools. The Government Entity shall provide, and retain ownership of, all SIE IT hardware assets that are used at the Government Entity location for supporting the SITEC mission. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.5 TASK 5 – DISTIBUTED COMPUTING SUPPORT

The Contractor shall provide distributed computing management support services to manage the IT distributed computing environment, to include all services as specified in this TO. The Contractor will support all related planning, engineering, and IA activities related to distributed computing and the distributed computing environment. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.5.1 SUBTASK 1 – INSTALL MOVE ADD AND CHANGE (IMAC)

The Contractor shall perform distributed computing IMACs for all related distributed computing equipment and software at any location in response to service requests to enable its end users to move in and have full connectivity and usage of all necessary computing services and network enclaves. This shall include installations, relocations, upgrades, changes, modifications, reconfigurations, and secure disposals of any of the distributed computing infrastructure hardware and software, regardless of whether the work was performed via remote reconfiguration or administration (e.g., remote software installation or update push) or the work was performed by an onsite service technician. The Contractor shall also provide support services for situations where the distributed computing equipment is OCONUS in operational theaters in support of SOF personnel. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.6 TASK 6 – APPLICATION MANAGEMENT

The Contractor will provide support in the area of Application Management for Application Maintenance and Application Development activities as specific in this TO. The Contractor will be responsible for application management for the logical databases and applications but not for the application management activities related to management of the physical hardware. The Contractor will also support all related planning, engineering, and ITSM activities for applications management related to application strategy, application architecture, and planning associated with the application. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.6.1 SUBTASK 1 – APPLICATION DATABASE MAINTENANCE AND DEVELOPMENT

The Contractor shall support application and database maintenance activities associated with repairing errors and defects of new or existing GOTS/COTS applications and logical databases. Physical databases and the underlying infrastructure are managed by the SITEC2 Data Center IT Service Provider Database Administrators. Application Maintenance activities include corrective and emergency maintenance of applications to repair defects to applications in production, preventive maintenance to cover future events that could disable or degrade service of an application, adaptive maintenance to ensure application performance is not affected by changes to interfacing or new applications or changes, and perfective maintenance to ensure that applications operate at peak efficiency. The Contractor is also responsible for providing technical support services including expert assistance in tuning applications for optimal system performance. The Contractor will support application development activities associated with development of application enhancements, and related modifications, on undeveloped, new, existing or GOTS/COTS applications and logical databases. Application Development activities include database design and engineering as well as program management services associated with new applications, requirements and design services, programming and development services, integration and testing services, code migration services, software configuration management services, and technical change management services. All source code will be properly commented and stored on the approved Government code repository in uncompiled form in accordance with Section F, Deliverable 23. The Contractor is also responsible for providing either classroom style or computer-based training services for new or enhanced applications developed by the Contractor to improve the specific skills through education and instruction. This requirement for training includes the development of any training related documentation. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.7 TASK 7 SHAREPOINT SUPPORT AND MANGEMENT ACITVITIES

SharePoint support and management activities, ranging from end user support and basic site creation to collaborative systems development including advanced workflows and web parts and to information architecture maintenance including taxonomy, hierarchy, search and portal-based records management. The multiple SharePoint environments encompass approximately 8,000 SharePoint sites across approximately 125 site collections on six farms, providing collaborative capabilities for approximately 16,000 assigned users and approximately 25,000 remote users.

This support includes timely implementation of new releases of the SharePoint suite, including new versions of SharePoint itself. This includes design, test, deployment, and end user data verification of new SharePoint releases, e.g. SharePoint 2016. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.7.1 SUBTASK 1 – SHAREPOINT WEBMASTER SUPPORT

The contractor shall provide power user and end user support, including response to trouble tickets, Site Collection Administration basic tasks, and troubleshooting of end user issues. The contractor shall monitor site usage and archive unused sites as required, including document conversion to an acceptable archive format; perform support tasks required for custom MySite implementation including management of custom user profile properties, personalization sites, audiences and organizations. The contractor shall prepare and deliver informational/instructional briefs on SharePoint capabilities for end users including command key leadership, power users, and other SharePoint professionals. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.7.2 SUBTASK 2 – SHAREPOINT WEB DEVELOPER AND COLLABORATIVE SYSTEMS SUPPORT

The contractor shall be responsible for development, testing, integration and implementation in the production environment of advanced collaborative systems developed to support command-level requirements using SharePoint Designer and out of the box SharePoint capabilities in SharePoint. The contractor shall analyze and document user requirements; design advanced workflows, web parts and forms; test these products in the development and production environments, fill out all requisite IA/CS documentation and obtain proper approvals prior to fielding, and provide technical documentation and user instructions. The contractor will research requirements for new capabilities and recommend Commercial-off-the-Shelf/Government-off-the-Shelf (COTS/GOTS) products when required. Document all actionable items in accordance with Section F, Deliverable 17.

C.5.7.3 SUBTASK 3 – RECORDS MANAGEMENT AND LEGAL DISCOVERY

The contractor will be responsible for the execution, design, implementation and management of records across all the enterprise content management (ECM) systems. The primary collaborative system used for Records Management at this time is SharePoint 2013. Duties include: user permissions, metadata fields, records management retention policies, business processing workflows, automatic keyword tagging, and document filetype creation and management, files plan management, Exchange/Outlook integration, SharePoint integration, and facilitation of search for records responsive to DOD request for information. Document all actionable items in accordance with Section F, Deliverable 17.

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